Computer Network Support Specialists
Louisiana

Summary of Job Duties

Computer Network Support Specialists Video - Analyze, test, troubleshoot, and evaluate existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Perform network maintenance to ensure networks operate correctly with minimal interruption.

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Detailed Job Description

Computer Network Support Specialists Computer support specialists provide help and advice to computer users and organizations.

Source: U.S. Department of Labor Bureau of Labor Statistics

Job Zone

The section below shows the job zone information for Computer Network Support Specialists. Job Zone Four: Considerable Preparation Needed.

Education	Experience	Training
Most of these occupations require a four-year bachelor's degree, but some do not.	A considerable amount of work-related skill, knowledge, or experience is needed for these occupations. For example, an accountant must complete four years of college and work for several years in accounting to be considered qualified.	Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

Jobs Available

This section shows the number of job openings and green jobs advertised online in Louisiana for Computer Network Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020 (Jobs De-duplication Level 2).

Occupation	Job Openings	Green Job Count
Computer Network Support Specialists	118	0
Computer and Mathematical Occupations	903	17

Source: Online advertised jobs data
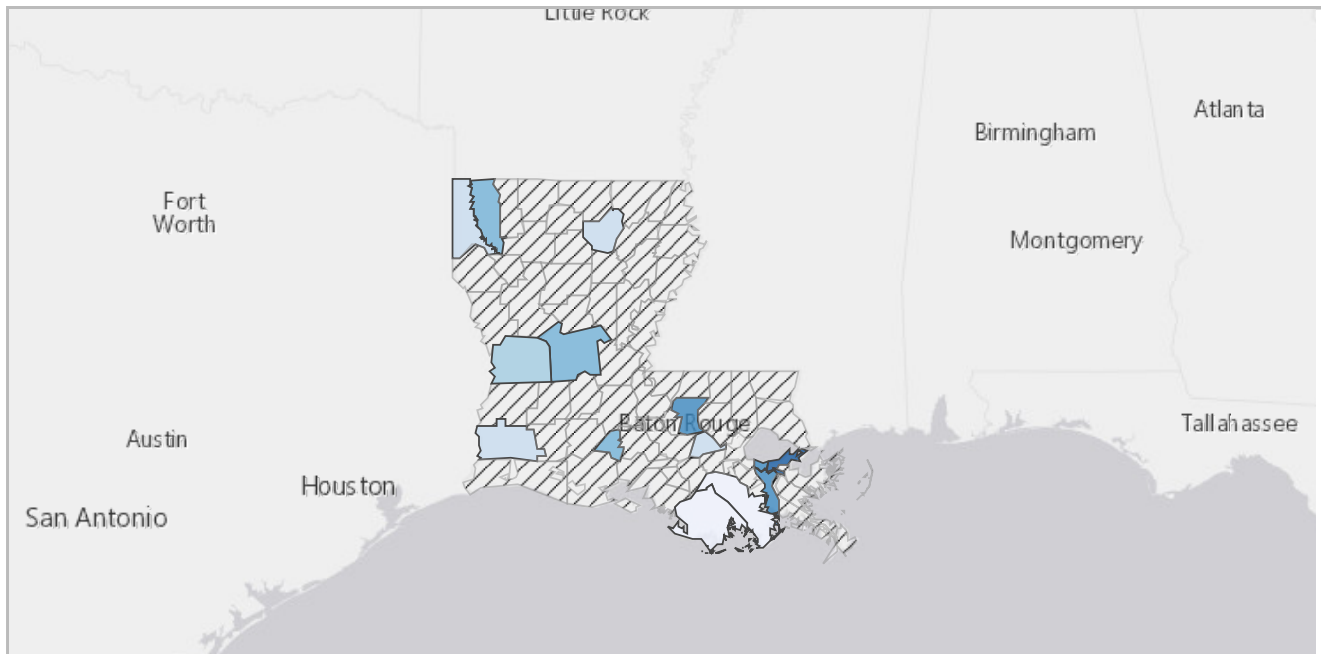
Monthly Job Count

This section shows the number of job openings and green jobs advertised online for Computer Network Support Specialists in Louisiana November, 2020 (Jobs De-duplication Level 2).

Occupation	Job Openings	Green Job Count
Computer Network Support Specialists	192	0

Source: Online advertised jobs data

Jobs Area Distribution

This section shows the distribution of number of job openings and green jobs advertised online for Computer Network Support Specialists in Louisiana by parishes on December 8, 2020 (Jobs De-duplication Level 2).

Job Openings

| 1 | 2 - 3 | 4 - 5 | 6 - 8 | 9 - 14 | 14 - 52 | N/A |

Job Source: Online advertised jobs data

Jobs in Related Occupations

This section shows the number of job openings and green jobs advertised online in Louisiana for occupations related to Computer Network Support Specialists on December 8, 2020 (Jobs De-duplication Level 2).

Rank	Occupation	Median Wage	Job Openings	Green Job Count	*Related By
1	Computer Network Support Specialists	N/A	118	0	N/A

Job Source: Online advertised jobs data

Candidates Available

This section shows potential candidates in the workforce system in Louisiana for Computer Network Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020.
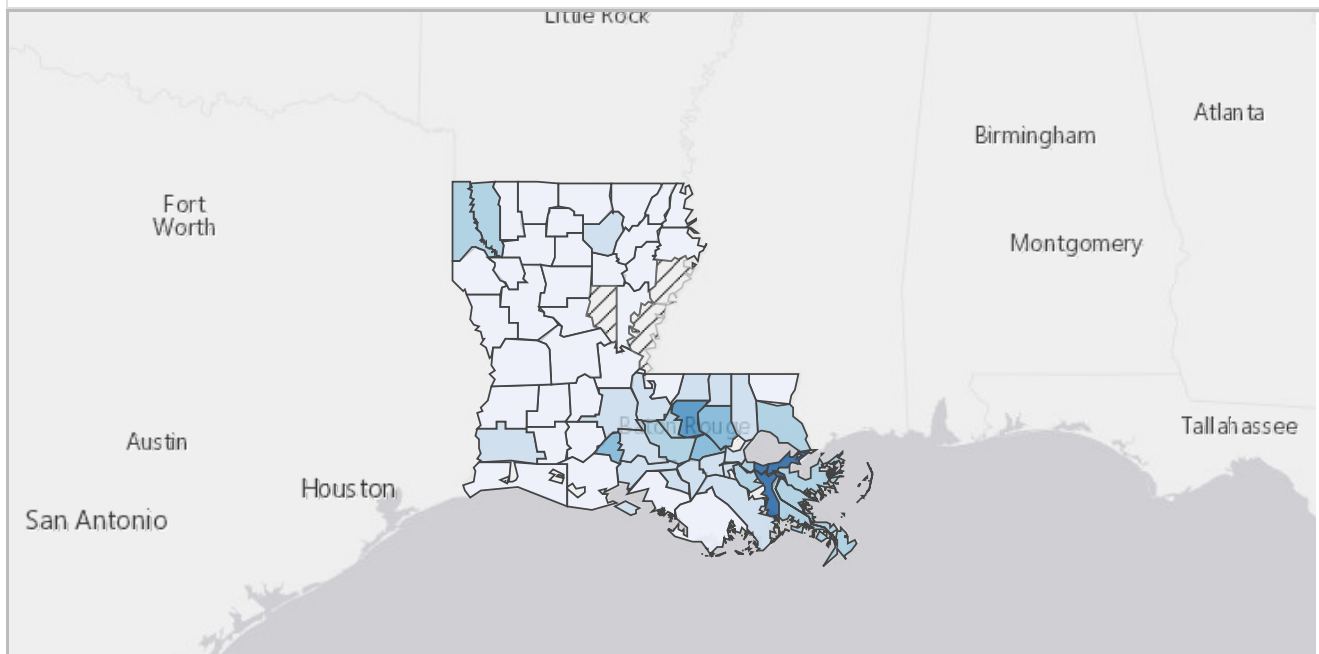
Occupation	Candidates
Computer Network Support Specialists	158
Computer and Mathematical Occupations	2,259

Source: Individuals with active résumés in the workforce system.

Candidate Area Distribution

This section shows the distribution of potential candidates in the workforce system for Computer Network Support Specialists in Louisiana by parishes on December 8, 2020.

Rank	Area Name	Median Wage	Candidates
1	Jefferson Parish	N/A	80
2	Orleans Parish	N/A	79
3	East Baton Rouge Parish	N/A	72
4	Ascension Parish	N/A	66
5	Livingston Parish	N/A	66
6	Lafayette Parish	N/A	63
7	St. Bernard Parish	N/A	61
8	Caddo Parish	N/A	60
9	Plaquemines Parish	N/A	60
10	West Baton Rouge Parish	N/A	60

Candidates

48 - 52	53 - 57	58 - 61	62 - 66	67 - 72	72 - 80	N/A

Candidate Source: Individuals with active résumés in the workforce system.

Candidates in Related Occupations

This section shows how many potential candidates in the workforce system were looking for work in Louisiana in occupations related to Computer Network Support Specialists on December 8, 2020.

Rank	Occupation	Median Wage	Candidates	*Related By
1	Computer Network Support Specialists	N/A	158	N/A

Candidate Source: Individuals with active résumés in the workforce system.

Jobs and Candidates Available

This section shows the number of job openings and green jobs advertised online, as well as potential candidates in the workforce system in Louisiana for Computer Network Support Specialists and for the related occupational group of Computer and Mathematical Occupations on December 8, 2020 (Jobs De-duplication Level 2).

| Occupation	Job Openings	Green Job Count	Candidates	Candidates per Job
Computer Network Support Specialists	118	0	158	1.34
Computer and Mathematical Occupations	903	17	2,259	2.50

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Jobs and Candidates Area Distribution

This section shows the distribution of number of job openings and green jobs advertised online, as well as potential candidates in the workforce system for Computer Network Support Specialists in Louisiana by parishes on December 8, 2020 (Jobs De-duplication Level 2).

Rank	Area Name	Median Wage	Job Openings	Green Job Count	Candidates	Candidates per Job
1	Lafourche Parish	N/A	1	0	55	55.00
2	Terrebonne Parish	N/A	1	0	52	52.00
3	Ascension Parish	N/A	2	0	66	33.00
4	Caddo Parish	N/A	2	0	60	30.00
5	Ouachita Parish	N/A	2	0	54	27.00
6	Calcasieu Parish	N/A	3	0	54	18.00
7	Vernon Parish	N/A	5	0	48	9.60
8	Bossier Parish	N/A	7	0	59	8.43
9	Lafayette Parish	N/A	8	0	63	7.88
10	Rapides Parish	N/A	8	0	51	6.38
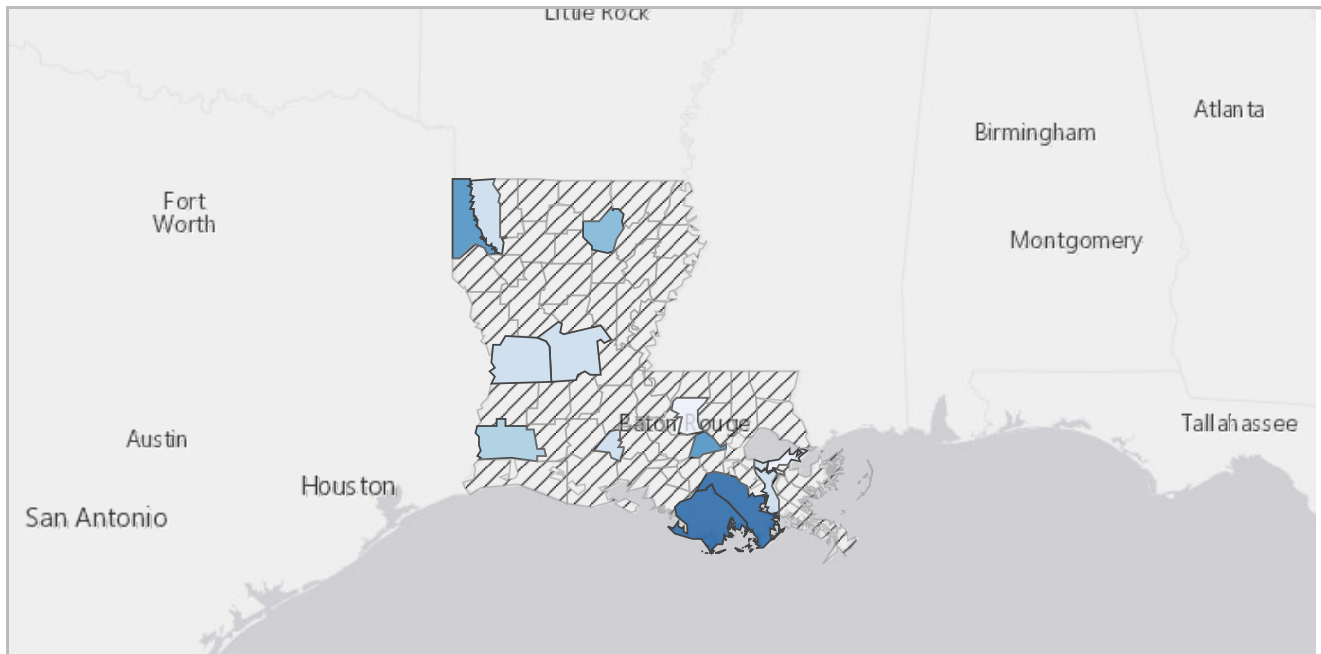
Candidates per Job

1.53 - 5.14	5.15 - 9.60	9.61 - 18.00	18.01 - 27.00	27.01 - 33.00	33.00 - 55.00	N/A

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

National Supply and Demand Summary

Computer Network Support Specialists
Employment of computer support specialists is projected to grow 8 percent from 2019 to 2029, much faster than the average for all occupations. More support services will be needed as organizations upgrade their computer equipment and software. Computer support staff will be needed to respond to the installation and repair requirements of increasingly complex computer equipment and software. However, a rise in cloud computing could increase the productivity of computer support specialists, slowing their growth at many firms. Smaller businesses that do not have information technology (IT) departments will contract services from IT consulting firms and increase the demand for computer support specialists in those firms.

Employment growth also may come from increasing demand for IT support services from healthcare industries. This field is expected to greatly increase its use of IT, and support services will be crucial to keep everything running properly.

Job Prospects

Job prospects should be favorable. There are usually clear advancement possibilities for computer support specialists, creating new job openings. Applicants with a bachelor's degree and a strong technical background should have the best job opportunities.

Source: U.S. Department of Labor Bureau of Labor Statistics

Employers by Number of Job Openings

This section shows the employers with the highest number of job openings and green jobs advertised online for Computer Network Support Specialists in Louisiana on December 8, 2020 (Jobs De-duplication Level 2).

Rank	Employer Name	Job Openings	Green Job Count
1	Ochsner Health System	18	0
2	Amazon.com, Inc.	16	0
3	EMCOR Group, Inc.	5	0
4	Geocent	5	0
5	Perficient, Inc.	5	0
6	Cleco Corporate Holdings, LLC	4	0
7	Enterprise Information Services, Inc.	4	0
8	Alight	3	0
9	Baker Hughes Company	3	0
10	Planned Systems International	3	0

Source: Online advertised jobs data

Advertised Job Skills

This section shows the top advertised detailed job skills found in job openings advertised online for Computer Network Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Detailed Job Skill	Advertised Skill Group	Job Opening Match Count
1	Interpersonal skills	Interpersonal Skills	38
2	Problem solving	Basic Skills	34
3	Customer service	Customer Service Skills	34
4	Organizational skills	Basic Skills	23
5	Work independently	Basic Skills	20
6	Attention to detail	Basic Skills	19
7	Developing new business	Business Development Skills	17
8	Conflict management	Interpersonal Skills	16
9	Management consulting	Data Analyst Skills	16
10	Verbal communication skills	Interpersonal Skills	15

Source: Online advertised jobs data

Advertised Tools and Technology

This section shows the top advertised detailed tools and technologies found in job openings advertised online for Computer Network Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Detailed Tool or Technology	Advertised Tool and Technology Group	Job Opening Match Count
1	Keyboard	Keyboards	30
2	Microsoft (MS) Office	Office Suite Software	23
3	Amazon Web Services (AWS) Software	Database User Interface and Query Software	23
4	Structured query language (SQL)	Database User Interface and Query Software	19
5	Python	Object or Component Oriented Development Software	17
6	Microsoft PowerPoint	Presentation Software	15
7	Linux software	Operating System Software	14
8	Microsoft Excel	Spreadsheet Software	11
9	Microsoft Windows	Operating System Software	8
10	Programming languages	Development Environment Software	8

Source: Online advertised jobs data

Typical Job Skills

This section shows the job skills that are related to Computer Network Support Specialists.

Rank	Typical Job Skills	Typical Skill Category
1	Create electronic data backup to prevent loss of information	Work Output
2	Implement security measures for computer or information systems	Work Output
3	Analyze security of systems, network, or data	Mental Processes
4	Resolve computer network problems	Work Output
5	Document network-related activities or tasks	Work Output
6	Configure computer networks	Work Output
7	Install computer software	Work Output
8	Troubleshoot issues with computer applications or systems	Work Output
9	Test computer system operations to ensure proper functioning	Information Input
10	Provide technical support for computer network issues	Interacting With Others
11	Analyze data to identify or resolve operational problems	Mental Processes
12	Monitor the performance of computer networks	Information Input
13	Maintain computer hardware	Work Output
14	Develop specifications for computer network operation	Mental Processes
15	Install computer hardware	Work Output
16	Test computer hardware performance	Information Input
17	Test software performance	Information Input

Rank	Typical Job Skills	Typical Skill Category
18	Update knowledge about emerging industry or technology trends	Mental Processes
19	Train others in computer interface or software use	Interacting With Others
20	Document operational activities	Work Output
21	Conduct research to gain information about products or processes	Information Input
22	Prepare instruction manuals	Work Output

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Personal Skills

This section shows the personal skills that are most useful for Computer Network Support Specialists. Click on a link in the Personal Skills column to view more detailed information.

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Critical Thinking	Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.	69
Active Listening	Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.	63
Reading Comprehension	Understanding written sentences and paragraphs in work related documents.	60
Judgment and Decision Making	Considering the relative costs and benefits of potential actions to choose the most appropriate one.	60
Complex Problem Solving	Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.	56
Speaking	Talking to others to convey information effectively.	56
Monitoring	Monitoring/Assessing performance of yourself, other individuals, or organizations to make improvements or take corrective action.	56
Active Learning	Understanding the implications of new information for both current and future problem-solving and decision-making.	56
Systems Analysis	Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes.	53
Troubleshooting	Determining causes of operating errors and deciding what to do about it.	53
Time Management	Managing one's own time and the time of others.	50

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Systems Evaluation	Identifying measures or indicators of system performance and the actions needed to improve or correct performance, relative to the goals of the system.	50
Operation Monitoring	Watching gauges, dials, or other indicators to make sure a machine is working properly.	50
Writing	Communicating effectively in writing as appropriate for the needs of the audience.	50
Social Perceptiveness	Being aware of others' reactions and understanding why they react as they do.	47
Quality Control Analysis	Conducting tests and inspections of products, services, or processes to evaluate quality or performance.	47
Repairing	Repairing machines or systems using the needed tools.	47
Installation	Installing equipment, machines, wiring, or programs to meet specifications.	44
Coordination	Adjusting actions in relation to others' actions.	44
Instructing	Teaching others how to do something.	41
Learning Strategies	Selecting and using training/instructional methods and procedures appropriate for the situation when learning or teaching new things.	41
Equipment Maintenance	Performing routine maintenance on equipment and determining when and what kind of maintenance is needed.	41
Equipment Selection	Determining the kind of tools and equipment needed to do a job.	38
Service Orientation	Actively looking for ways to help people.	38
Programming	Writing computer programs for various purposes.	31
Management of Personnel Resources	Motivating, developing, and directing people as they work, identifying the best people for the job.	31
Negotiation	Bringing others together and trying to reconcile differences.	31
Persuasion	Persuading others to change their minds or behavior.	31
Mathematics	Using mathematics to solve problems.	28
Technology Design	Generating or adapting equipment and technology to serve user needs.	28
Management of Material Resources	Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.	25
Operation and Control	Controlling operations of equipment or systems.	25

Personal Skill	Skill Description	Rank by Importance (Out of 100)
Operations Analysis	Analyzing needs and product requirements to create a design.	22
Science	Using scientific rules and methods to solve problems.	22
Management of Financial Resources	Determining how money will be spent to get the work done, and accounting for these expenditures.	13

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Education Requirements

Computer Network Support Specialists There is no data available for Computer Network Support Specialists.

Source: This information is based on the BLS Occupational Outlook Handbook (OOH).

Required Level of Education

This section shows the results of a national survey listing the most common required level of education for Computer Network Support Specialists.

Rank	Required Level of Education	Percentage of Respondents
1	Bachelor's Degree	46.93%
2	Associate's Degree (or other 2-year degree)	21.68%
3	Some College Courses	13.63%
4	Post-Secondary Certificate - awarded for training completed after high school (for example, in agriculture or natural resources, computer services, personal or culinary services, engineering technologies, healthcare, construction trades, mechanic and repair technologies, or precision production)	10.16%
5	High School Diploma - or the equivalent (for example, GED)	4.23%
6	Post-Baccalaureate Certificate - awarded for completion of an organized program of study; designed for people who have completed a Baccalaureate degree but do not meet the requirements of academic degrees carrying the title of Master.	1.84%
7	Post-Master's Certificate - awarded for completion of an organized program of study; designed for people who have completed a Master's degree but do not meet the requirements of academic degrees at the doctoral level.	1.53%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

On The Job Training

This section shows the results of a national survey listing the most common lengths of on the job training for Computer Network Support Specialists.

Rank	On The Job Training	Percentage of Respondents
1	Over 6 months, up to and including 1 year	44.71%
2	Over 2 years, up to and including 4 years	15.78%
3	Over 1 month, up to and including 3 months	15.46%
4	Over 1 year, up to and including 2 years	12.00%
5	Over 3 months, up to and including 6 months	10.95%
6	Anything beyond short demonstration, up to and including 1 month	0.83%
7	Over 4 years, up to and including 10 years	0.26%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

On-Site or In-Plant Training

This section shows the results of a national survey listing the most common lengths of on-site or in-plant training for Computer Network Support Specialists.

Rank	On-Site or In-Plant Training	Percentage of Respondents
1	Over 6 months, up to and including 1 year	25.25%
2	Over 3 months, up to and including 6 months	21.78%
3	Over 2 years, up to and including 4 years	21.29%
4	Up to and including 1 month	14.39%
5	Over 1 year, up to and including 2 years	6.96%
6	None	6.19%
7	Over 4 years, up to and including 10 years	3.61%
8	Over 1 month, up to and including 3 months	0.52%

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Education Level of Jobs and Candidates

This section shows the minimum level of education requested by employers on job openings and green jobs advertised online, as well as the educational attainment of potential candidates in the workforce system that are looking for jobs as Computer Network Support Specialists in Louisiana on December 8, 2020. There were 7 job openings advertised online that did not specify a minimum education requirement (Jobs De-duplication Level 2).

Rank	Education Level	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates

Rank	Education Level	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates
1	No Minimum Education Requirement	35	29.66%	0	0.00%	0	N/A
2	Less than High School	0	N/A	0	N/A	2	1.27%
3	High School Diploma or Equivalent	19	16.10%	0	0.00%	13	8.23%
4	1 Year of College or a Technical or Vocational School	2	1.69%	0	0.00%	11	6.96%
5	2 Years of College or a Technical or Vocational School	0	N/A	0	N/A	6	3.80%
6	3 Years of College or a Technical or Vocational School	0	N/A	0	N/A	10	6.33%
7	Vocational School Certificate	0	N/A	0	N/A	22	13.92%
8	Associate's Degree	6	5.08%	0	0.00%	47	29.75%
9	Bachelor's Degree	47	39.83%	0	0.00%	39	24.68%
10	Master's Degree	2	1.69%	0	0.00%	7	4.43%
11	Specialized Degree (e.g. MD, DDS)	0	N/A	0	N/A	1	0.63%
12	Not Specified	7	5.93%	0	0.00%	0	N/A

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Education Training Programs

This section shows the Education Training Programs for Computer Network Support Specialists in Louisiana.

Provider Name	Program Name	Location	Tuition	Length	WIOA Eligible
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,895	100 Hours	✅

Provider Name	Program Name	Location	Tuition	Length	WIOA Eligible
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	New Roads, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Central, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Jackson, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Port Allen, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Ethical Hacker (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$2,895	100 Hours	✅
Baton Rouge Community College	Certified Information Security Manager (CISM) (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$1,395	75 Hours	✅
Baton Rouge Community College	Certified Information Security Manager (CISM) (Voucher Included) An industry-recognized certificate or certification	Baton Rouge, LA	$1,395	75 Hours	✅

Source: U.S. Department of Commerce, Bureau of the Census, Midyear Estimates

Advertised Job Certifications

This section shows the top advertised certification groups found in job openings advertised online for Computer Network Support Specialists in Louisiana in November, 2020. (Jobs De-duplication Level 1)

Rank	Advertised Certification Group	Advertised Certification Sub-Category	Job Opening Match Count
1	Cisco Associate Certifications	Computer Network	26
2	CompTIA Certifications	Information Technology - All Other	22
3	(ISC)² Certifications	Information and Cyber Security	12
4	GIAC Security Certifications - Cyber Defense	Information and Cyber Security	8
5	Cisco Professional Certifications	Computer Network	7
6	NetApp Data Track Certifications	Database	6
7	Information Systems Audit and Control Association (ISACA)	Information and Cyber Security	6
8	Microsoft Certifications	Computer Systems	4
9	GIAC Security Certifications - Industrial Cyber Security (ICS)	Information and Cyber Security	4
10	Global Academy of Finance and Management (GAFM) Certifications	Business and Finance Management	4

Source: Online advertised jobs data

Training Program Completers

There is no data available for Computer Network Support Specialists in Louisiana.

National Education, Training, Licensing and Qualifications

Computer Network Support Specialists
Because of the wide range of skills used in different computer support jobs, there are many paths into the occupation. A bachelor's degree is required for some applicants applying to computer support specialist positions, but an associate's degree or postsecondary classes may be enough for others.

Education

Education requirements for computer support specialists vary. Computer user support specialist jobs require some computer knowledge, but not necessarily a postsecondary degree. Applicants who have taken some computer-related classes may be qualified for these jobs. For computer network support specialists, many employers accept applicants with an associate's degree, although some prefer applicants to have a bachelor's degree.

Large software companies that provide support to business users who buy their products or services often require applicants to have a bachelor's degree. Positions that are more technical are likely to require a degree in a field such as computer science, engineering, or information science, but for others, the applicant's field of study is less important.

To keep up with changes in technology, many computer support specialists continue their education throughout their careers.

Licenses, Certifications, and Registrations

Certification programs are generally offered by vendors or from vendor-neutral certification providers. Certification validates the knowledge of and best practices required by computer support specialists. Companies may require their computer support specialists to hold certifications in the products the companies use.

Advancement

Many computer support specialists advance to other information technology positions, such as network and computer systems administrators and software developers. Some become managers in the computer support services department. Some organizations provide paths for support specialists to move into other parts of the organization, such as sales. For more information, see the profiles on
network and computer systems administrators

and
software developers

.

Important Qualities

Customer-service skills.

Computer support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.

Listening skills.

Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.

Problem-solving skills.

Support workers must identify both simple and complex computer problems, analyze them, and solve them.

Speaking skills.

Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.

Writing skills.

Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

Source: <u>U.S. Department of Labor Bureau of Labor Statistics</u>

Typical Work Experience Requirements

Computer Network Support Specialists Employees in these occupations usually need several years of work-related experience, on-the-job training, and/or vocational training.

Related Work Experience

This section shows the results of a national survey listing the most common related work experience for Computer Network Support Specialists.

Rank	Related Work Experience	Percentage of Respondents
1	Over 4 years, up to and including 6 years	30.70%
2	Over 1 year, up to and including 2 years	22.98%
3	Over 6 years, up to and including 8 years	15.87%
4	Over 2 years, up to and including 4 years	13.12%
5	Over 6 months, up to and including 1 year	13.11%
6	Over 8 years, up to and including 10 years	3.95%
7	Over 10 years	0.26%

Work Experience of Jobs and Candidates

This section shows the minimum required work experience requested by employers on job openings and green jobs advertised online, as well as the experience level of potential candidates in the workforce system that are looking for jobs as Computer Network Support Specialists in Louisiana on December 8, 2020. There were 7 job openings advertised online that did not specify a minimum experience requirement (Jobs De-duplication Level 2).

Rank	Experience	Job Openings	Percentage of Job Openings	Green Job Count	Percentage of Green Jobs	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	7	5.93%	0	0.00%	0	N/A
2	Entry Level	22	18.64%	0	0.00%	0	N/A
3	Less than 1 year	0	N/A	0	N/A	6	3.80%
4	1 Year to 2 Years	27	22.88%	0	0.00%	3	1.90%
5	2 Years to 5 Years	39	33.05%	0	0.00%	14	8.86%
6	5 Years to 10 Years	22	18.64%	0	0.00%	12	7.60%
7	More than 10 Years	1	0.85%	0	0.00%	123	77.85%

Job Source: Online advertised jobs data
Candidate Source: Individuals with active résumés in the workforce system.

Current Job Order Wage Information

The employer has NOT indicated a salary range for this job. The information below shows statistics on typical salaries in the local labor market for Computer Network Support Specialists. This data is NOT an indication of what

this employer is willing to pay for this job.

Employment Wage Statistics

There is no data available for Computer Network Support Specialists in Louisiana.

Wage Rates on Advertised Jobs

This section shows a statistical breakdown of available wage data on the 118 job openings advertised online for Computer Network Support Specialists in Louisiana that posted a salary on December 8, 2020.

Rate Type / Statistical Type	Entry Level	Median	Experienced
Annual wage or salary	N/A	N/A	N/A
Hourly Wage	N/A	N/A	N/A

Source: Online advertised jobs data
Note: This information is based on actual job orders and is not based on a statistically valid labor market survey. Hourly wage rate calculations in this section assume a 40 hour work week.

Desired Salary of Available Candidates

This section shows the desired salary of potential candidates in the workforce system that are looking for jobs as Computer Network Support Specialists in Louisiana on December 8, 2020.

Rank	Desired Salary	Potential Candidates	Percentage of Potential Candidates
1	Not Specified	47	29.75%
2	$5,000 - $19,999	1	0.63%
3	$20,000 - $34,999	22	13.92%
4	$35,000 - $49,999	41	25.95%
5	$50,000 - $64,999	34	21.52%
6	$65,000 - $79,999	5	3.17%
7	$80,000 - $94,999	3	1.90%
8	$95,000 or more	5	3.17%

Source: Individuals with active résumés in the workforce system.

Wage Rates Area Distribution

There is no data available for Computer Network Support Specialists in Louisiana.

Wage Rates in Related Occupations

There is no data available for Computer Network Support Specialists in Louisiana.

Wage Rates by Industry

There is no data available for Computer Network Support Specialists in Louisiana.

National Earnings Data Summary

Computer Network Support Specialists
The median annual wage for computer network support specialists was $63,460 in May 2019. The median wage is the wage at which half the workers in an occupation earned more than that amount and half earned less. The lowest 10 percent earned less than $38,990, and the highest 10 percent earned more than $106,420.

The median annual wage for computer user support specialists was $52,270 in May 2019. The lowest 10 percent earned less than $32,330, and the highest 10 percent earned more than $88,470.

In May 2019, the median annual wages for computer network support specialists in the top industries in which they worked were as follows:

Telecommunications	$72,160
Data processing, hosting, and related services	65,680
Computer systems design and related services	64,930
Finance and insurance	64,450
Management of companies and enterprises	61,990

In May 2019, the median annual wages for computer user support specialists in the top industries in which they worked were as follows:

Software publishers	$57,230
Management of companies and enterprises	52,980
Computer systems design and related services	52,100
Educational services; state, local, and private	48,870
Temporary help services	47,560

Most computer support specialists have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

Source: U.S. Department of Labor Bureau of Labor Statistics
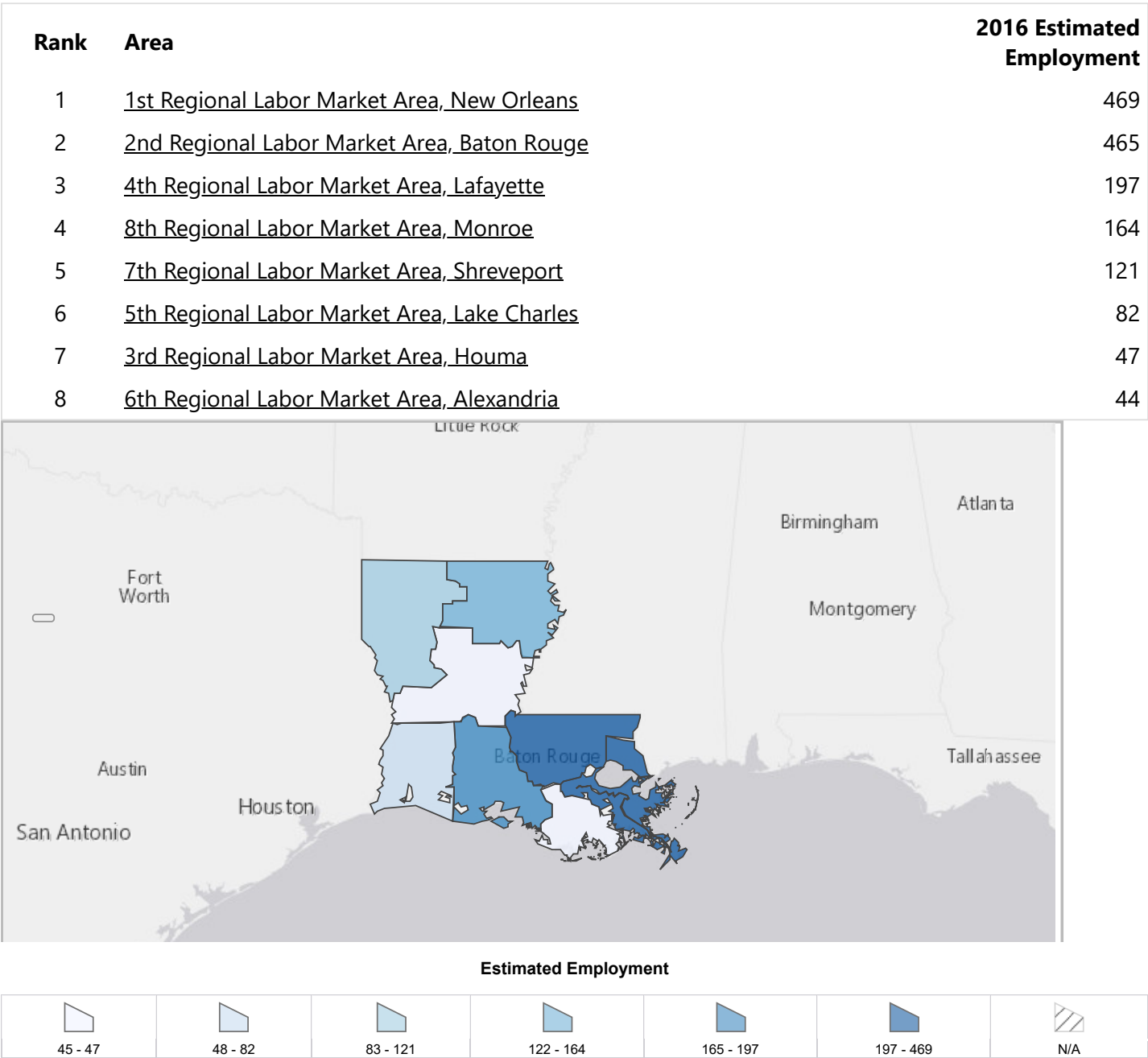
Occupational Employment & Future Employment Outlook

This section shows the long term employment projections for Computer Network Support Specialists in Louisiana from 2016-2026.

Occupation	2016 Estimated Employment	2026 Projected Employment	Total 2016-2026 Employment Change	2016-2026 Annual Avg. Percent Change
Computer Network Support Specialists	1,588	1,907	319	1.85%
Total All	2,034,986	2,203,144	168,158	0.80%

Source: Occupational Employment Projections

Employment Data Area Distribution

This section shows the distribution of the estimated employment for Computer Network Support Specialists in Louisiana by regional labor market area.

Rank	Area	2016 Estimated Employment
1	1st Regional Labor Market Area, New Orleans	469
2	2nd Regional Labor Market Area, Baton Rouge	465
3	4th Regional Labor Market Area, Lafayette	197
4	8th Regional Labor Market Area, Monroe	164
5	7th Regional Labor Market Area, Shreveport	121
6	5th Regional Labor Market Area, Lake Charles	82
7	3rd Regional Labor Market Area, Houma	47
8	6th Regional Labor Market Area, Alexandria	44

Estimated Employment

45 - 47	48 - 82	83 - 121	122 - 164	165 - 197	197 - 469	N/A

Source: Labor Market Statistics, Occupational Employment Projections Program

Employment Data in Related Occupations

There is no data available for Computer Network Support Specialists in Louisiana.

Projected Annual Openings

This section shows the long term projected annual openings for Computer Network Support Specialists in Louisiana from 2016 to 2026.

Occupation	Total Annual Average Openings	Annual Average Openings Due to Growth	Annual Average Openings Due to Replacement
Computer Network Support Specialists	N/A	N/A	N/A
Computer and Mathematical	N/A	N/A	N/A

Source: Labor Market Statistics, Occupational Employment Projections Program

Projected Annual Openings Area Distribution

This section shows the distribution of the total annual average openings for Computer Network Support Specialists in Louisiana by regional labor market area from 2016 to 2026.

Rank	Area	Total Annual Average Openings
1	1st Regional Labor Market Area, New Orleans	N/A
2	2nd Regional Labor Market Area, Baton Rouge	N/A
3	3rd Regional Labor Market Area, Houma	N/A
4	4th Regional Labor Market Area, Lafayette	N/A
5	5th Regional Labor Market Area, Lake Charles	N/A
6	6th Regional Labor Market Area, Alexandria	N/A
7	7th Regional Labor Market Area, Shreveport	N/A
8	8th Regional Labor Market Area, Monroe	N/A

There is no total annual average openings data available for Computer Network Support Specialists in Louisiana.

Source: Labor Market Statistics, Occupational Employment Projections Program

Projected Annual Openings in Related Occupations

There is no data available for Computer Network Support Specialists in Louisiana.

Industries by Employment

This section shows the industries that employed the highest number of Computer Network Support Specialists in Louisiana in 2016.

Rank	Industry Title	Estimated Employment	Percent of Total Employment
1	Professional, Scientific, and Technical Services	282	17.76%
2	Telecommunications	195	12.28%

Rank	Industry Title	Estimated Employment	Percent of Total Employment
3	Hospitals	108	6.80%
4	Educational Services	95	5.98%
5	Self-Employed and Unpaid Family Workers, Primary Job	32	2.02%
*	Truck Transportation	Confidential	Confidential
*	Pipeline Transportation	Confidential	Confidential
*	Postal Service	Confidential	Confidential
*	Warehousing and Storage	Confidential	Confidential
*	Internet Service Providers, Web Search Portals, and Data Processing Services	Confidential	Confidential

* Rank is suppressed for confidential data.

Source: Louisiana Workforce Commission, Occupational Projections Program

Work Activities

This section shows the most common work activities required by Computer Network Support Specialists in order of importance. Click on a link in the Work Activity column to view more detailed information.

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Interacting With Computers	Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.	99
Updating and Using Relevant Knowledge	Keeping up-to-date technically and applying new knowledge to your job.	86
Getting Information	Observing, receiving, and otherwise obtaining information from all relevant sources.	85
Communicating with Supervisors, Peers, or Subordinates	Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.	79
Establishing and Maintaining Interpersonal Relationships	Developing constructive and cooperative working relationships with others, and maintaining them over time.	74
Making Decisions and Solving Problems	Analyzing information and evaluating results to choose the best solution and solve problems.	73
Analyzing Data or Information	Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts.	71
Processing Information	Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.	70

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Organizing, Planning, and Prioritizing Work	Developing specific goals and plans to prioritize, organize, and accomplish your work.	69
Evaluating Information to Determine Compliance with Standards	Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.	64
Monitor Processes, Materials, or Surroundings	Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.	63
Thinking Creatively	Developing, designing, or creating new applications, ideas, relationships, systems, or products, including artistic contributions.	60
Scheduling Work and Activities	Scheduling events, programs, and activities, as well as the work of others.	59
Identifying Objects, Actions, and Events	Identifying information by categorizing, estimating, recognizing differences or similarities, and detecting changes in circumstances or events.	59
Interpreting the Meaning of Information for Others	Translating or explaining what information means and how it can be used.	59
Documenting/Recording Information	Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.	57
Resolving Conflicts and Negotiating with Others	Handling complaints, settling disputes, and resolving grievances and conflicts, or otherwise negotiating with others.	54
Provide Consultation and Advice to Others	Providing guidance and expert advice to management or other groups on technical, systems-, or process-related topics.	53
Judging the Qualities of Things, Services, or People	Assessing the value, importance, or quality of things or people.	52
Communicating with Persons Outside Organization	Communicating with people outside the organization, representing the organization to customers, the public, government, and other external sources. This information can be exchanged in person, in writing, or by telephone or e-mail.	52
Inspecting Equipment, Structures, or Material	Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.	51
Developing Objectives and Strategies	Establishing long-range objectives and specifying the strategies and actions to achieve them.	49

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Training and Teaching Others	Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.	48
Drafting, Laying Out, and Specifying Technical Devices, Parts, and Equipment	Providing documentation, detailed instructions, drawings, or specifications to tell others about how devices, parts, equipment, or structures are to be fabricated, constructed, assembled, modified, maintained, or used.	45
Repairing and Maintaining Electronic Equipment	Servicing, repairing, calibrating, regulating, fine-tuning, or testing machines, devices, and equipment that operate primarily on the basis of electrical or electronic (not mechanical) principles.	45
Estimating the Quantifiable Characteristics of Products, Events, or Information	Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.	43
Assisting and Caring for Others	Providing personal assistance, medical attention, emotional support, or other personal care to others such as coworkers, customers, or patients.	42
Handling and Moving Objects	Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.	40
Performing Administrative Activities	Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.	40
Developing and Building Teams	Encouraging and building mutual trust, respect, and cooperation among team members.	39
Monitoring and Controlling Resources	Monitoring and controlling resources and overseeing the spending of money.	37
Coaching and Developing Others	Identifying the developmental needs of others and coaching, mentoring, or otherwise helping others to improve their knowledge or skills.	37
Coordinating the Work and Activities of Others	Getting members of a group to work together to accomplish tasks.	36
Performing General Physical Activities	Performing physical activities that require considerable use of your arms and legs and moving your whole body, such as climbing, lifting, balancing, walking, stooping, and handling of materials.	34
Controlling Machines and Processes	Using either control mechanisms or direct physical activity to operate machines or processes (not including computers or vehicles).	34

Work Activity	Work Activity Description	Rank by Importance (Out of 100)
Guiding, Directing, and Motivating Subordinates	Providing guidance and direction to subordinates, including setting performance standards and monitoring performance.	31
Repairing and Maintaining Mechanical Equipment	Servicing, repairing, adjusting, and testing machines, devices, moving parts, and equipment that operate primarily on the basis of mechanical (not electronic) principles.	31
Staffing Organizational Units	Recruiting, interviewing, selecting, hiring, and promoting employees in an organization.	29
Selling or Influencing Others	Convincing others to buy merchandise/goods or to otherwise change their minds or actions.	22

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Tasks

This section shows the most common tasks required by Computer Network Support Specialists in order of importance. Click on a link in the Task column to view more detailed information.

Tasks	Task Description	Rank by Importance (Out of 100)
Back up network data.	Core	86
Configure security settings or access permissions for groups or individuals.	Core	84
Analyze and report computer network security breaches or attempted breaches.	Core	82
Identify the causes of networking problems, using diagnostic testing software and equipment.	Core	80
Document network support activities.	Core	77
Configure wide area network (WAN) or local area network (LAN) routers or related equipment.	Core	76
Install network software, including security or firewall software.	Core	76
Evaluate local area network (LAN) or wide area network (WAN) performance data to ensure sufficient availability or speed, to identify network problems, or for disaster recovery purposes.	Core	74
Troubleshoot network or connectivity problems for users or user groups.	Core	74
Provide telephone support related to networking or connectivity issues.	Core	74
Analyze network data to determine network usage, disk space availability, or server function.	Core	74

Tasks	Task Description	Rank by Importance (Out of 100)
Perform routine maintenance or standard repairs to networking components or equipment.	Core	73
Configure and define parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, controllers, multiplexers, or related networking equipment.	Core	72
Install new hardware or software systems or components, ensuring integration with existing network systems.	Core	72
Test computer software or hardware, using standard diagnostic testing equipment and procedures.	Core	67
Install or repair network cables, including fiber optic cables.	Core	67
Monitor industry websites or publications for information about patches, releases, viruses, or potential problem identification.	Core	67
Create or update technical documentation for network installations or changes to existing installations.	Core	65
Train users in procedures related to network applications software or related systems.	Core	65
Test repaired items to ensure proper operation.	Core	64
Install and configure wireless networking equipment.	Core	63
Maintain logs of network activity.	Core	61
Document help desk requests and resolutions.	Core	61
Research hardware or software products to meet technical networking or security needs.	Core	59
Create or revise user instructions, procedures, or manuals.	Core	57
Run monthly network reports.	Core	51

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

National Working Conditions

Computer Network Support Specialists
Computer network support specialists held about 195,100 jobs in 2019. The largest employers of computer network support specialists were as follows:

Computer systems design and related services	19%
Telecommunications	11
Finance and insurance	7
Management of companies and enterprises	6
Data processing, hosting, and related services	4

Computer user support specialists held about 687,200 jobs in 2019. The largest employers of computer user support specialists were as follows:

Computer systems design and related services 22%

Educational services; state, local, and private   12

Management of companies and enterprises   5

Software publishers   4

Temporary help services   4

Faster computer networks are making it possible for some support specialists, particularly help-desk technicians, to telework, or work from their home. However, a few specialized help-desk technicians may have to travel to a client's location to solve a problem.

Work Schedules

Most computer support specialists have full-time work schedules; however, many do not work typical 9-to-5 jobs. Because computer support is important for businesses, support services may need to be available 24 hours a day. As a result, many support specialists must work nights or weekends.

Source: <u>U.S. Department of Labor Bureau of Labor Statistics</u>

Typical Work Conditions

This section shows the most common work conditions required by Computer Network Support Specialists in order of importance.

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
Telephone	How often do you have telephone conversations in this job?	98
Electronic Mail	How often do you use electronic mail in this job?	98
Indoors, Environmentally Controlled	How often does this job require working indoors in environmentally controlled conditions?	96
Face-to-Face Discussions	How often do you have to have face-to-face discussions with individuals or teams in this job?	95
Contact With Others	How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?	93
Work With Work Group or Team	How important is it to work with others in a group or team in this job?	90
Importance of Being Exact or Accurate	How important is being very exact or highly accurate in performing this job?	86
Structured versus Unstructured Work	To what extent is this job structured for the worker, rather than allowing the worker to determine tasks, priorities, and goals?	83
Freedom to Make Decisions	How much decision making freedom, without supervision, does the job offer?	82

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
Time Pressure	How often does this job require the worker to meet strict deadlines?	73
Impact of Decisions on Co-workers or Company Results	What results do your decisions usually have on other people or the image or reputation or financial resources of your employer?	69
Spend Time Sitting	How much does this job require sitting?	68
Importance of Repeating Same Tasks	How important is repeating the same physical activities (e.g., key entry) or mental activities (e.g., checking entries in a ledger) over and over, without stopping, to performing this job?	68
Letters and Memos	How often does the job require written letters and memos?	67
Frequency of Decision Making	How frequently is the worker required to make decisions that affect other people, the financial resources, and/or the image and reputation of the organization?	63
Deal With External Customers	How important is it to work with external customers or the public in this job?	63
Coordinate or Lead Others	How important is it to coordinate or lead others in accomplishing work activities in this job?	62
Responsibility for Outcomes and Results	How responsible is the worker for work outcomes and results of other workers?	58
Spend Time Making Repetitive Motions	How much does this job require making repetitive motions?	58
Consequence of Error	How serious would the result usually be if the worker made a mistake that was not readily correctable?	57
Physical Proximity	To what extent does this job require the worker to perform job tasks in close physical proximity to other people?	55
Spend Time Using Your Hands to Handle, Control, or Feel Objects, Tools, or Controls	How much does this job require using your hands to handle, control, or feel objects, tools or controls?	53
Level of Competition	To what extent does this job require the worker to compete or to be aware of competitive pressures?	49
Cramped Work Space, Awkward Positions	How often does this job require working in cramped work spaces that requires getting into awkward positions?	48
Deal With Unpleasant or Angry People	How frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?	44

Work Condition	Work Condition Description	Rank by Importance (Out of 100)
In an Enclosed Vehicle or Equipment	How often does this job require working in a closed vehicle or equipment (e.g., car)?	42
Sounds, Noise Levels Are Distracting or Uncomfortable	How often does this job require working exposed to sounds and noise levels that are distracting or uncomfortable?	40
Frequency of Conflict Situations	How often are there conflict situations the employee has to face in this job?	40
Spend Time Standing	How much does this job require standing?	36
Exposed to Contaminants	How often does this job require working exposed to contaminants (such as pollutants, gases, dust or odors)?	35
Responsible for Others' Health and Safety	How much responsibility is there for the health and safety of others in this job?	35
Spend Time Walking and Running	How much does this job require walking and running?	35
Degree of Automation	How automated is the job?	32
Indoors, Not Environmentally Controlled	How often does this job require working indoors in non-controlled environmental conditions (e.g., warehouse without heat)?	26
Extremely Bright or Inadequate Lighting	How often does this job require working in extremely bright or inadequate lighting conditions?	25
Public Speaking	How often do you have to perform public speaking in this job?	23
Spend Time Kneeling, Crouching, Stooping, or Crawling	How much does this job require kneeling, crouching, stooping or crawling?	23
Spend Time Bending or Twisting the Body	How much does this job require bending or twisting your body?	22
Exposed to Minor Burns, Cuts, Bites, or Stings	How often does this job require exposure to minor burns, cuts, bites, or stings?	20
Pace Determined by Speed of Equipment	How important is it to this job that the pace is determined by the speed of equipment or machinery? (This does not refer to keeping busy at all times on this job.)	19

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Work Values and Needs

This section shows the information on the current work values for your selected occupation.

Work Value	Work Value Description	Rank By Extent (Out of 100)
Achievement	Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.	72
Support	Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.	67
Working Conditions	Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.	61
Recognition	Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.	50
Independence	Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.	50
Relationships	Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.	33

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Tools

This section shows common tools used by Computer Network Support Specialists.

Detailed Tool	Tool Group
Remote access servers	Access servers
Continuity testers	Circuit tester
Test lights	Circuit tester
Caching engines	Computer servers
Network address translation NAT appliances	Computer servers
Redundant array of independent disks RAID systems	Hard disk arrays
Laser facsimile machines	Laser fax machine
Mainframe computers	Mainframe computers
Asynchronous transfer mode ATM analyzers	Network analyzers
Cisco Systems Cisco Application Visibility and Management AVM Traffic Collector	Network analyzers
Communications analyzers	Network analyzers

Detailed Tool	Tool Group
Fabric analyzers	Network analyzers
Fibre channel protocol analyzers	Network analyzers
Port analyzer adapters	Network analyzers
Synchronous optical network SONET analyzers	Network analyzers
T-Birds	Network analyzers
Throughput testers	Network analyzers
Laptop computers	Notebook computers
Personal computers	Personal computers
Copy machines	Photocopiers
Powerline monitors	Power meters
Screwdrivers	Screwdrivers
Load balancers	Server load balancer
Cable testers	Voltage or current meters

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Technology

This section shows common technology used by Computer Network Support Specialists.

Detailed Technology	Technology Group
Citrix	Access software
Cisco Systems CiscoWorks	Administration software
Cisco Systems CiscoWorks LAN Management Solution	Administration software
Hewlett-Packard HP Network Node Manager	Administration software
ifconfig	Administration software
ipconfig	Administration software
SolarWinds	Administration software
EMC NetWorker	Backup or archival software
NovaStor NovaBACKUP	Backup or archival software
Roxio Retrospect	Backup or archival software
Symantec Veritas NetBackup	Backup or archival software
Tape backup system software	Backup or archival software
Veritas NetBackup	Backup or archival software
IBM Domino	Communications server software
Network design software	Computer aided design CAD software

Detailed Technology	Technology Group
Application management software	Configuration management software
Automated installation software	Configuration management software
EMC Ionix Network Configuration Manager	Configuration management software
Microsoft Windows Sysprep	Configuration management software
Patch and update management software	Configuration management software
VMWare	Configuration management software
Customer relationship management CRM software	Customer relationship management CRM software
Database management software	Data base management system software
MySQL	Data base management system software
Teradata Database	Data base management system software
Data entry software	Data base user interface and query software
Microsoft Access	Data base user interface and query software
Microsoft SQL Server	Data base user interface and query software
Remote control software	Desktop communications software
Symantec pcAnywhere	Desktop communications software
Microsoft PowerShell	Development environment software
Microsoft Visual Basic	Development environment software
Microsoft Visual Basic Scripting Edition VBScript	Development environment software
Ruby	Development environment software
Adobe Systems Adobe Acrobat	Document management software
IBM Notes	Electronic mail software
Microsoft Exchange Server	Electronic mail software
BMC Software Control-M	Enterprise application integration software
IBM Websphere	Enterprise application integration software
Microsoft Dynamics	Enterprise resource planning ERP software
IBM Power Systems software	Enterprise system management software
Splunk Enterprise	Enterprise system management software
File server software	Filesystem software
IBM Tivoli NetView Distribution Manager	Filesystem software
Adobe Systems Adobe Flash	Graphics or photo imaging software
BMC Software Remedy IT Service Management Suite	Helpdesk or call center software
Microsoft Active Directory	Internet directory services software
Novell eDirectory	Internet directory services software

Detailed Technology	Technology Group
Voice over internet protocol VoiP system software	Internet protocol IP multimedia subsystem software
Arping	Network monitoring software
B&W Port Scanner	Network monitoring software
BitWizard B.V. mtr	Network monitoring software
Cisco Systems Cisco NetFlow Collection Engine	Network monitoring software
Cisco Systems Cisco Traffic Analyzer	Network monitoring software
Clarified Networks Clarified Analyzer	Network monitoring software
Colasoft Capsa Enterprise	Network monitoring software
Colasoft Capsa Free	Network monitoring software
Compuware ClientVantage Agentless Monitoring	Network monitoring software
Congruity Technologies Inspector	Network monitoring software
Dartware InterMapper	Network monitoring software
Dig	Network monitoring software
Ethereal	Network monitoring software
Ettercap NG	Network monitoring software
Fluke Networks Enterprise LANMeter	Network monitoring software
LogMatrix NerveCenter	Network monitoring software
Microsoft Network Monitor	Network monitoring software
Nagios	Network monitoring software
nbtstat	Network monitoring software
NetScout Sniffer Global Analyzer	Network monitoring software
NetScout Sniffer Portable Professional Analyzer	Network monitoring software
netstat	Network monitoring software
Network Instruments Observer Standard	Network monitoring software
Network monitoring software	Network monitoring software
ngrep	Network monitoring software
Nslookup	Network monitoring software
OPNET SP Sentinel	Network monitoring software
Oracle Solaris Snoop	Network monitoring software
Packet analyzers	Network monitoring software
Port scanners	Network monitoring software
Route	Network monitoring software
tcpdump	Network monitoring software

Detailed Technology	Technology Group
Traceroute	Network monitoring software
WildPackets OmniPeek Network Analyzer	Network monitoring software
Wireshark	Network monitoring software
Zabbix	Network monitoring software
Traffic shapers	Network operating system enhancement software
Firewall software	Network security and virtual private network VPN equipment software
Network intrusion detection software	Network security and virtual private network VPN equipment software
Virtual private networking VPN software	Network security and virtual private network VPN equipment software
IBM Security Network Intrusion Prevention System	Network security or virtual private network VPN management software
Intrusion prevention system IPS	Network security or virtual private network VPN management software
Network and system vulnerability assessment software	Network security or virtual private network VPN management software
NIKSUN NetDetector	Network security or virtual private network VPN management software
Security incident management software	Network security or virtual private network VPN management software
Sonicwall SonicOS Enhanced	Network security or virtual private network VPN management software
Oracle Java	Object or component oriented development software
Practical extraction and reporting language Perl	Object or component oriented development software
Python	Object or component oriented development software
Microsoft Office	Office suite software
Apple macOS	Operating system software
Bash	Operating system software
BlackBerry Enterprise Server	Operating system software
Hewlett Packard HP-UX	Operating system software
IBM AIX	Operating system software
Job control language JCL	Operating system software
KornShell	Operating system software
Linux	Operating system software
Microsoft Hyper-V Server	Operating system software
Microsoft Windows	Operating system software

Detailed Technology	Technology Group
Microsoft Windows PowerShell	Operating system software
Microsoft Windows Server	Operating system software
Oracle Solaris	Operating system software
Red Hat Enterprise Linux	Operating system software
Shell script	Operating system software
Ubuntu	Operating system software
UNIX	Operating system software
UNIX Shell	Operating system software
Connectivity software	Platform interconnectivity software
Microsoft PowerPoint	Presentation software
Load testing software	Program testing software
Bentley ProjectWise	Project management software
Microsoft Project	Project management software
Microsoft SharePoint	Project management software
Project planning software	Project management software
Microsoft Excel	Spreadsheet software
EMC Symmetrix DMX	Storage networking software
Storage area network SAN software	Storage networking software
Anti-spyware software	Transaction security and virus protection software
Antivirus software	Transaction security and virus protection software
Encryption software	Transaction security and virus protection software
McAfee	Transaction security and virus protection software
Packet filter software	Transaction security and virus protection software
Ping Identity	Transaction security and virus protection software
Root kit detection software	Transaction security and virus protection software
Symantec	Transaction security and virus protection software
Symantec Norton Antivirus	Transaction security and virus protection software
Customer information control system CICS	Transaction server software
Microsoft Internet Information Services IIS	Transaction server software
Apache Tomcat	Web platform development software
LAMP Stack	Web platform development software
Microsoft Word	Word processing software

Licensing Information

There is no data available for Computer Network Support Specialists in Louisiana.

Typical Knowledge Categories

This section shows the most common knowledge categories required by Computer Network Support Specialists in order of importance. Click on a link in the Knowledge Category column to view more detailed information.

Knowledge Category	Knowledge Category Description	Rank by Importance (Out of 100)
Computers and Electronics	Knowledge of circuit boards, processors, chips, electronic equipment, and computer hardware and software, including applications and programming.	99
Telecommunications	Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.	70
Customer and Personal Service	Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.	61
Engineering and Technology	Knowledge of the practical application of engineering science and technology. This includes applying principles, techniques, procedures, and equipment to the design and production of various goods and services.	60
English Language	Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.	58
Administration and Management	Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.	53
Communications and Media	Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.	50
Clerical	Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, stenography and transcription, designing forms, and other office procedures and terminology.	48
Design	Knowledge of design techniques, tools, and principles involved in production of precision technical plans, blueprints, drawings, and models.	41

Knowledge Category	Knowledge Category Description	Rank by Importance (Out of 100)
Production and Processing	Knowledge of raw materials, production processes, quality control, costs, and other techniques for maximizing the effective manufacture and distribution of goods.	40
Public Safety and Security	Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.	38
Mathematics	Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.	36
Mechanical	Knowledge of machines and tools, including their designs, uses, repair, and maintenance.	30
Personnel and Human Resources	Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.	24
Law and Government	Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.	23
Psychology	Knowledge of human behavior and performance; individual differences in ability, personality, and interests; learning and motivation; psychological research methods; and the assessment and treatment of behavioral and affective disorders.	21
Economics and Accounting	Knowledge of economic and accounting principles and practices, the financial markets, banking and the analysis and reporting of financial data.	20

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Work Abilities Required

This section shows the results of a national survey listing the most common work abilities required by Computer Network Support Specialists in order of importance. Click on a link in the Work Ability column to view more detailed information.

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Deductive Reasoning	The ability to apply general rules to specific problems to produce answers that make sense.	72
Oral Comprehension	The ability to listen to and understand information and ideas presented through spoken words and sentences.	72

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Problem Sensitivity	The ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.	72
Inductive Reasoning	The ability to combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events).	69
Oral Expression	The ability to communicate information and ideas in speaking so others will understand.	69
Written Comprehension	The ability to read and understand information and ideas presented in writing.	66
Information Ordering	The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).	63
Near Vision	The ability to see details at close range (within a few feet of the observer).	60
Speech Clarity	The ability to speak clearly so others can understand you.	60
Speech Recognition	The ability to identify and understand the speech of another person.	60
Written Expression	The ability to communicate information and ideas in writing so others will understand.	60
Selective Attention	The ability to concentrate on a task over a period of time without being distracted.	53
Category Flexibility	The ability to generate or use different sets of rules for combining or grouping things in different ways.	50
Finger Dexterity	The ability to make precisely coordinated movements of the fingers of one or both hands to grasp, manipulate, or assemble very small objects.	50
Flexibility of Closure	The ability to identify or detect a known pattern (a figure, object, word, or sound) that is hidden in other distracting material.	50
Fluency of Ideas	The ability to come up with a number of ideas about a topic (the number of ideas is important, not their quality, correctness, or creativity).	50
Visualization	The ability to imagine how something will look after it is moved around or when its parts are moved or rearranged.	47
Far Vision	The ability to see details at a distance.	44
Arm-Hand Steadiness	The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.	41

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Originality	The ability to come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem.	41
Perceptual Speed	The ability to quickly and accurately compare similarities and differences among sets of letters, numbers, objects, pictures, or patterns. The things to be compared may be presented at the same time or one after the other. This ability also includes comparing a presented object with a remembered object.	41
Speed of Closure	The ability to quickly make sense of, combine, and organize information into meaningful patterns.	41
Memorization	The ability to remember information such as words, numbers, pictures, and procedures.	38
Visual Color Discrimination	The ability to match or detect differences between colors, including shades of color and brightness.	38
Manual Dexterity	The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.	35
Mathematical Reasoning	The ability to choose the right mathematical methods or formulas to solve a problem.	35
Multilimb Coordination	The ability to coordinate two or more limbs (for example, two arms, two legs, or one leg and one arm) while sitting, standing, or lying down. It does not involve performing the activities while the whole body is in motion.	35
Auditory Attention	The ability to focus on a single source of sound in the presence of other distracting sounds.	31
Control Precision	The ability to quickly and repeatedly adjust the controls of a machine or a vehicle to exact positions.	31
Number Facility	The ability to add, subtract, multiply, or divide quickly and correctly.	31
Time Sharing	The ability to shift back and forth between two or more activities or sources of information (such as speech, sounds, touch, or other sources).	31
Depth Perception	The ability to judge which of several objects is closer or farther away from you, or to judge the distance between you and an object.	28
Extent Flexibility	The ability to bend, stretch, twist, or reach with your body, arms, and/or legs.	25
Hearing Sensitivity	The ability to detect or tell the differences between sounds that vary in pitch and loudness.	25
Static Strength	The ability to exert maximum muscle force to lift, push, pull, or carry objects.	22

Work Ability	Work Ability Description	Rank by Importance (Out of 100)
Wrist-Finger Speed	The ability to make fast, simple, repeated movements of the fingers, hands, and wrists.	10
Sound Localization	The ability to tell the direction from which a sound originated.	3
Spatial Orientation	The ability to know your location in relation to the environment or to know where other objects are in relation to you.	3
Trunk Strength	The ability to use your abdominal and lower back muscles to support part of the body repeatedly or continuously over time without 'giving out' or fatiguing.	3

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Work Interests

This section shows the results of a national survey listing the most common work interests for Computer Network Support Specialists in order of importance.

Work Interest	Work Interest Description	Rank by Importance (Out of 100)
Realistic	Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.	83
Enterprising	Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.	50
Conventional	Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.	45
Investigative	Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.	28

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Typical Work Styles

This section shows the most common work styles required by Computer Network Support Specialists in order of importance. Click on a link in the Work Style column to view more detailed information.

Work Style	Work Style Description	Rank by Importance (Out of 100)
Cooperation	Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.	89
Analytical Thinking	Job requires analyzing information and using logic to address work-related issues and problems.	88
Attention to Detail	Job requires being careful about detail and thorough in completing work tasks.	87
Dependability	Job requires being reliable, responsible, and dependable, and fulfilling obligations.	86
Integrity	Job requires being honest and ethical.	84
Adaptability/Flexibility	Job requires being open to change (positive or negative) and to considerable variety in the workplace.	83
Stress Tolerance	Job requires accepting criticism and dealing calmly and effectively with high stress situations.	81
Initiative	Job requires a willingness to take on responsibilities and challenges.	81
Self Control	Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.	81
Persistence	Job requires persistence in the face of obstacles.	79
Independence	Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.	75
Innovation	Job requires creativity and alternative thinking to develop new ideas for and answers to work-related problems.	72
Leadership	Job requires a willingness to lead, take charge, and offer opinions and direction.	71
Achievement/Effort	Job requires establishing and maintaining personally challenging achievement goals and exerting effort toward mastering tasks.	70
Concern for Others	Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.	66
Social Orientation	Job requires preferring to work with others rather than alone, and being personally connected with others on the job.	65

Source: This information is based on O*NET™ data. O*NET is a trademark registered to the U.S. Department of Labor, Employment and Training Administration.

Related Occupations

There is no data available for Computer Network Support Specialists.

Career Ladder

This section shows the top 10 occupations and the corresponding individuals in the workforce system who were previously Computer Network Support Specialists and have changed their occupation over the last 5 years.

Occupation Title	Number of Individuals that Moved	Percentage of Individuals that Moved
Computer User Support Specialists⚙	64	29.91%
Network and Computer Systems Administrators	32	14.95%
Computer Systems Analysts⚙	23	10.75%
Computer and Information Systems Managers⚙	22	10.28%
Information Technology Project Managers⚙	17	7.94%
Customer Service Representatives⚙ 🍃	14	6.54%
Cashiers⚙	12	5.61%
Waiters and Waitresses⚙	11	5.14%
Retail Salespersons⚙	10	4.67%
Computer, Automated Teller, and Office Machine Repairers	9	4.21%

⚙ BRIGHT OUTLOOK NATIONALLY | 🍃 GREEN OCCUPATIONS

Source: Individuals with active résumés in the workforce system.

×
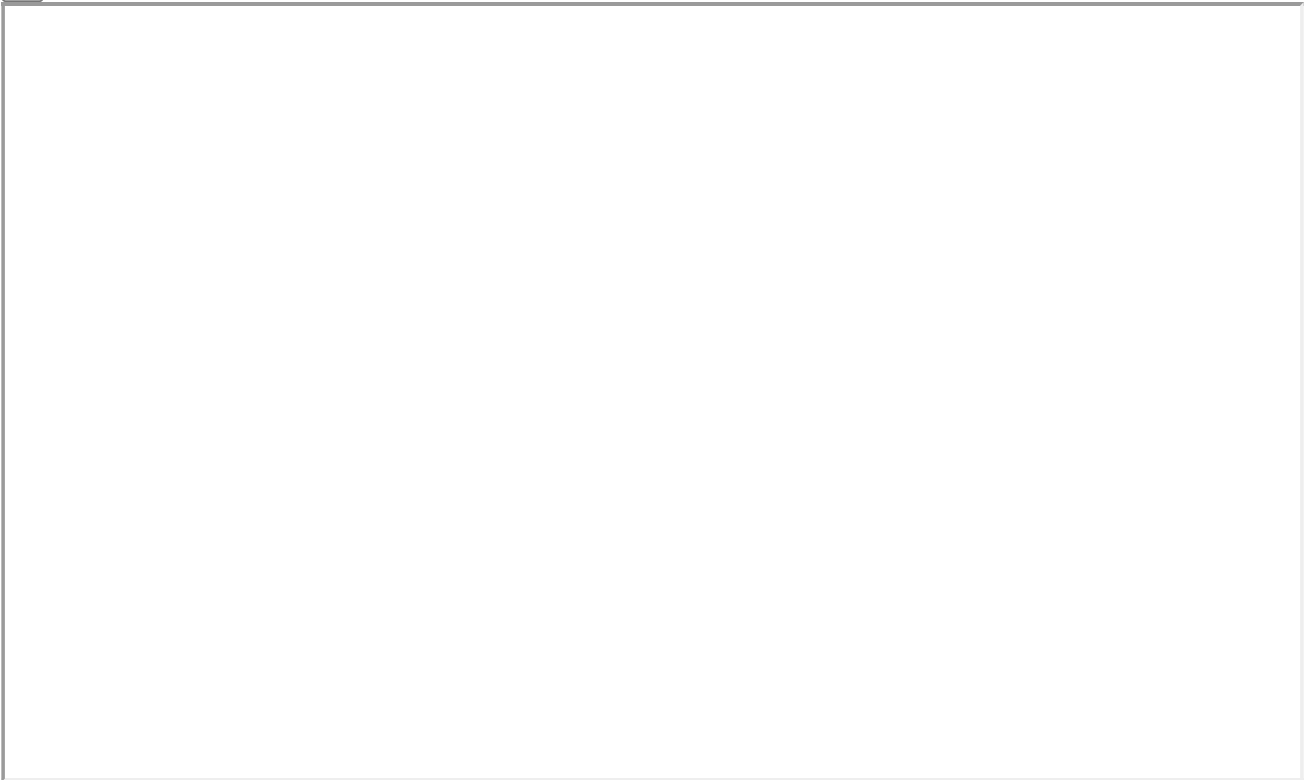
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